SECOND STAGE HOUSING

AND

SHORT TERM CRISIS ACCOMMODATION PROJECTS

IN CANADA

Office for the Prevention of
Family Violence
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ADDENDUM

Although the data for this paper was collected in 1986, the writing and analysis was done in 1988. The data included in this report and ensuing analysis are based solely on research conducted in 1986.

However, a brief update on provincial programs existing in 1988 is provided for each province where this information is known to the author. These updates are based on information obtained from telephone interviews with Provincial Government representatives and from resource materials. It was not possible to replicate the 1986 study and reinterview representatives from each project.

INTRODUCTION

This paper summarizes Canadian Second Stage Housing Projects and Short Term Crisis Accommodation Projects which operated in 1986 to provide residential services to abused women and their children. Information about facilities, clientele, funding, staffing and services was obtained for each project and is presented in two distinct sections: Section I on Second Stage Housing, and Section II on Short Term Crisis Accommodation Projects.

RATIONALE

Second Stage Housing Projects and Short Term Crisis Accommodation Projects were selected as the focus for this paper since there was little information available about these projects in other provinces. A significant amount of information was already available on transition houses and shelters, thus they were not included in this study.

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BACKGROUND

Wife abuse may take the form of ongoing or repeated physical abuse, emotional or psychological abuse, sexual abuse, verbal abuse, economic abuse and violence or threats of violence against a woman's children, other relatives, friends, pets or cherished possessions.

Women and children leaving situations of violence in their home to seek temporary accommodation have needs which will vary according to individual characteristics and circumstances and the length, type and severity of the abuse they have endured. Abused women often experience changing emotions which will require many different support services.

Abused women and their children have many difficulties to overcome after leaving home. Their immediate need will be for crisis intervention services: safe transportation, shelter and crisis counselling. To recover from their physical and emotional injuries and make decisions about their future abused women need emotional support, information and referral services, medical care, legal assistance, victim advocacy, financial aid, child care, individual/group/family counselling, life-skill training, parenting education, self-esteem/assertiveness training and follow-up services.

A wide spectrum of residential facilities which provide these services are available to abused women and their children. They are defined in the following section and are discussed throughout this paper.

RESIDENTIAL SERVICES: DEFINITIONS

A wide spectrum of residential services are available to abused women and their children. Accommodation projects can be categorized into three types of services: 1) Shelters and Transition houses, 2) Second Stage Housing and 3) Short Term Crisis Accommodation Projects. Although this paper focuses on the latter two types of residential services, a definition for shelters and transition houses has been included.

A. SHELTERS OR TRANSITION HOUSES

Shelters, or Transition houses, as they are called in several provinces, provide safety, security, protection and emergency care to abused women and their children on a 24 hour basis for a period of approximately one month. The accommodation is provided on a 24 hour basis in a fully staffed facility which may house from 10 to 30 women and children. A range of support services are provided in-house, including: crisis intervention, emotional support, counselling for women and children, information and referral, child care, essential transportation, food and essential services, and follow-up services.

B. SECOND STAGE HOUSING PROJECTS

Second Stage Housing Projects provide interim housing to abused women and their children who are between shelter or transition houses and establishing their own home. The projects offer safe, affordable housing for six months to one year. They offer information and referral to community services, counselling and support, and programs which encourage independent living. Crisis intervention services are not usually provided.

C. SHORT TERM CRISIS ACCOMMODATION PROJECTS

Short Term Crisis Accommodation Projects offer abused women and their children secure accommodation for a very short period of time, usually one to three days. These projects are often located in areas without a shelter or transition house. After abused women are provided crisis accommodation, they may be transported to a shelter or transition house.

Most Short Term Crisis Accommodation Projects offer crisis intervention, emotional support and transportation services. They do not usually provide a full complement of support services as do shelters or transition houses and are not staffed 24-hours per day. Short Term Crisis Accommodation Projects may take two forms: Safe Home Networks or Satellite Accommodation Projects.

1. Safe Home Networks

Safe Homes are private homes offered to women and their children in crisis as a result of violence in the home. The individuals or families operating a Safe Home reside there and offer their homes periodically as temporary, short term (one to three days) shelter to abused women and their children.

Safe Home Networks consist of several safe homes which are overseen by a project coordinator who ensures that crisis intervention, transportation, emotional support, information and referral services and safe accommodation are provided. Safe Home Networks often utilize community resources and volunteers to provide services to abused women.

2. Satellite Accommodation Projects

Satellite Accommodations are existing facilities such as flats, houses, hostels, fire halls, apartment units, church basements, resource centres or offices which provide safe

emergency accommodation to abused women and their children for a very short period of time (usually one to three days). They are not private homes. Satellite Accommodations are staffed with a counsellor only when in use. They often offer abused women and their children crisis intervention services, emotional support, essential transPortation, and information and referral services.

The term 'satellite' is usually used to refer to the provision of initial crisis care, and not the provision of the same complement of services as a shelter or transition house. Sometimes Satellite Accommodations are an arm or "satellite" of shelters or transition houses, regardless of whether they are dependent on shelters or transition houses for resources.

METHODOLOGY

Data included in this report was collected from telephone interviews conducted during the summer of 1986. Information about Short Term Crisis Accommodation and Second Stage Housing projects was gathered from resource material and government officials, representatives of provincial shelter associations and residential service providers. Although the original intent was to interview only government representatives, it was found that often the information was not known to provincial representatives and the researcher was referred to the actual service providers. This was particularly true of Short Term Crisis Accommodation projects. Accordingly, as operators of Second Stage Housing Projects and coordinators of Short Term Crisis Accommodation Projects were expected to be knowledgeable about daily services and operations, they were identified as contacts for the study.

Once the researcher was aware of a project, an interview with a project representative was conducted.[1] The researcher interviewed respondents from most of the known projects operating in Canada. However, due to time constraints and difficulties experienced when contacting small, volunteer-operated organizations and agencies, the researcher was unable to interview respondents from all operating projects.

Only programs which fit the definition of short-term crisis accommodation projects or second-stage housing projects were included in the study. Accommodation projects which operated in a manner similar to shelters/transition houses and provided 24 hour support services were not interviewed. For example, although accommodation projects in some provinces such as Family Resource Centres and Safe Shelters offered several services similar to Short Term Accommodation Projects, primarily they offered crisis accommodation and support services in a manner similar to shelters/transition houses and were not, therefore, included in the study.

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[1]Some projects operating in Canada in 1986 were not included in the telephone interviews, due to the lack of knowledge about their existence.

The extent and accuracy of information in this report is restricted to that available from the sources identified to the writer.

QUESTIONNAIRES

Two questionnaires were used by the researcher to guide discussion during telephone interviews: one for Second Stage Housing Projects and one for Short Term Crisis Accommodation Projects.

The questionnaire for Short Term Crisis Accommodation Projects was originally designed for Safe Home Networks. Satellite Accommodation Projects were included after the prevalence of such programs was discovered.

Although two questionnaires were used, the key variables were similar for both questionnaires. The questionnaires were designed to obtain descriptive information about the following:

- type of facility - number of beds and units, average/maximum length of stay.
- clientele - target group of the project.
- funding - sources of revenue.
- staffing - organizational structure, number of paid staff.
- services - security, programs, community support, and follow-up services.

Each questionnaire also contained subjective, open-ended questions designed to obtain information pertaining to perceived gaps in services or perceived problems relating to: funding programming, linkages with the community or any other concerns respondents might have about the services they offer.

Safety and security issues pertaining to safe homes as well as the range of services available to women and their children in these programs were of particular interest in the study.

The extent to which services in second stage housing were offered in-house, the size of the staff complement devoted to the program, as well as the overall model used (eg. communal living, self-contained suites in one concentrated apartment block or units spread over a variety of facilities) were additional areas of interest.

DATA

Information obtained from telephone interviews is attached in the Appendices in the form of a schedule for each project. The data is organized by province.

Data on Second Stage Housing Projects are summarized in Section I of this report while data pertaining to Short Term Crisis Accommodation Projects are summarized in Section II of this report.

I. SECOND STAGE HOUSING PROJECTS

1. SYNOPSIS

Facility

- Sixteen Second Stage Housing Projects operated in Canada in 1986 and could accommodate 138 families or 263 women and children.

- The facilities ranged from 5 to 16 units, some of which were one bedroom units and others were 3 bedroom units.

- More than half of the projects were operated or administered by a Shelter or Transition House.

- Some families had completely private units, while others had common living quarters.

- The average length of stay was one year but ranged from one month to a lifetime stay.

Clientele

- Two projects did not admit children.

- Some projects only admitted abused women and their children while other projects also admitted homeless, low income or alcoholic women.

Funding/Staffing

- None of the projects received all their funding from the government; many did their own fundraising. Project representatives stated that they did not have sufficient funding

- All projects required residents to pay rent.

- Most projects received a mortgage subsidy.

- Staff were often shared with shelters or other non-profit organizations.

Programs/Services

- All Second Stage Housing Projects had similar philosophies - they aimed to provide a supportive environment and encourage independent decision making.

- Five projects did not have any counselling services and encouraged the use of community resources; 5 projects had in-house counselling services; other projects brought in resource people for counselling services.

- Most projects did not have day care or children's programs. Discovery House in Alberta was the only program which had a paid child care worker.

- Mothers were encouraged to share babysitting and were encouraged to utilize community child care programs.

- All Projects emphasized the learning of life skills and social skills.

- Some projects also had programs on self esteem building, anger management and parenting skills.

- One project provided assistance finding alternative living accommodations.

- There were few follow-up services.

- There were no reported security problems.

Update

- Three new second stage housing projects have been developed since 1986. These are in: Cape Breton, Nova Scotia; Whitehorse, Yukon; and Edmonton, Alberta.

- The Horizon West Project has closed in Calgary and the project in Newfoundland has ceased to operate.

- Ontario has another Second Stage Housing Project entitled Aurora.

- British Columbia and Ontario have plans to develop additional Second Stage Housing Projects.

2. BACKGROUND

Many abused women need time, information and support before they can make changes in their lives. Since Safe Home Networks, Satellite Accommodation Projects, Shelters and Transition Houses only provide crisis accommodation services to abused women and their children for up to approximately one month, many women leaving such facilities are not in the emotional or physical state to make decisions about their family's future.

Few abused women are financially independent of their abusive partners. If they choose to leave them and establish their own homes, they will need to consider their safety, legal rights new accommodations. job options, future income, new schools, day care and parenting problems among other concerns. Second Stage Housing Projects were developed to provide safe, affordable housing where women could find support and an atmosphere in which they could make decisions and plan for their family's future.

The first formal Second Stage Housing Facility in Canada was established in 1979 in Vancouver. By 1984 there were five Second Stage Projects operating across Canada. Several research projects have studied these five facilities, and confirmed that the most requested services by abused women were safe, affordable accommodations, emotional support and help with establishing independence after leaving the facility.[2] Women also identified a need for legal advice, counselling, assistance in finding alternative housing, career information, and parenting education.

Although the number of Second Stage Housing Projects has grown in Canada, as the need for such services has been identified, these projects still comprise a very small percentage of the total number of residential services offered to abused women in Canada.[3]

3. INTRODUCTION

In 1986 there were sixteen Second Stage Housing Projects which offered safe, affordable housing to abused women and children for a period of six months to a year.

Each second-stage housing project aimed to provide abused women with a supportive environment and encouragement to become independent. Some projects emphasized a supportive environment providing an extensive array of services in house while others emphasized independent living, integration into the community, and use of community resources. The type of facility, number of staff, level of funding and availability of community resources influenced whether a project would emphasize support or independence.

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[2]Studies on Second Stage Housing were conducted on Hestia House, 1985; Monroe House, 1980; Proposal for WINGS, 1986, and Second Stage Services Review, 1986.

[3]In 1986 there were over two hundred transition houses and crisis shelters which operated in Canada to provide accommodation to abused women and their children. Sixteen second-stage projects, comprised less than 8% of the total residential services available to abused women and their children.

The following section provides a summary of the information provided by representatives of Second Stage Housing Projects. The information is organized in six sections: facilities, clientele, security, funding, staffing and services. An update on the status of Second Stage Housing Projects in 1988 is provided at the end of this section.

4. CHART

SECOND STAGE HOUSING PROJECTS IN CANADA (1986)

PROVINCE/TERRITORY	PROJECTS
British Columbia	2
Alberta	2
Saskatchewan	-
Manitoba	3
Ontario	4
Quebec	2
Newfoundland and Labrador	1
New Brunswick	1
Nova Scotia	1
Prince Edward Island	-
Yukon	-
Northwest Territories	-
TOTAL	16

5. SUMMARY OF SECOND STAGE HOUSING PROJECTS IN CANADA

a) **Facilities**

Sixteen Second Stage Housing Programs were identified in Canada: Ontario had 5 projects, four of which were owned and operated by the same non-profit organization; Manitoba had 3 projects; British Columbia, Quebec and Alberta each had 2 projects; New Brunswick, Nova Scotia and Newfoundland each had 1 project; while Saskatchewan,

Prince Edward Island, Yukon and the Northwest Territories did not have any Second Stage Housing Projects.

In 1986, Second Stage Housing Projects across Canada could accommodate 138 families, consisting of 263 abused women and their children. The size of the facilities ranged from 5 to 16 units. Some facilities were completely private while others had common living quarters which, although encouraging interaction, were found to be congested when at full capacity.

The units in which women were accommodated varied from bachelor/one bedroom units to 3 bedroom apartments. Difficulties were noted when trying to accommodate a woman with several children in a one bedroom unit.

All of the Second Stage Housing Projects were owned and operated by non-profit organizations. More than half of the Second Stage Housing Projects (9) were operated or administered by a shelter or transition house and shared financial, physical and staffing resources with it. Some Second Stage Housing Projects were located in the same building or a building adjacent to the shelter or transition house.

The type of facility in which the sixteen Second Stage Housing Projects were located varied. Some projects were located in houses with common baths, kitchens and living rooms and emphasized a supportive, communal environment. Other projects utilized self-contained apartment units or suites, located across a community housing project. These emphasized independent living and integration into the community. One project in Newfoundland undertook a change in facility and philosophy at the time of the interview and moved from a communal house to private apartment units scattered throughout the city.

Although most Second Stage Housing Projects had on average, a maximum length of stay of one year, there were some exceptions. One program in British Columbia had a

maximum length of stay of only one month. The program operator for this project commented that "one month stay was not a long enough period of time for women to make decisions about their future or make alternative living arrangements". Meanwhile, projects in Ontario and Quebec had a lifetime and a 3 year length of stay respectively.

b) **Clientele**

The clientele of most of the Second Stage Housing Projects in Canada were abused women and their children. Two projects (in Ontario) did not admit children. Some Second Stage Housing Projects only admitted battered women with children while other projects gave priority to battered women with children. One project (in New Brunswick) gave priority to women with several children. In Manitoba, a Second Stage Housing Project admitted battered women only if they had a legal separation from the batterer.

The three Nellie's projects in Ontario, and the Horizon's project in Alberta gave priority to low income and distressed women respectively, regardless of whether they were abused or whether they were accompanied by children. Some projects also admitted women for treatment of alcohol or drug dependencies.

Most of the clientele of Second Stage Housing Projects were referred by the nearest Women's Shelter or Transition House. All projects utilized some form of screening of perspective clients to determine their suitability.

c) **Security**

One of the prime goals for all Second Stage Housing projects was to provide safe, secure accommodation to abused women. None of the respondents interviewed reported having any security problems at their facility.

d) **Funding**

None of the Second Stage Housing Projects received all of their funding from their Provincial Government. All Second Stage Housing Projects required their residents to pay rent. Rent was usually an amount proportionate to a women's income. For example, the Nova Scotia project required that 25% of a women's income be paid as rent. Since most women in Second Stage Housing received social assistance, it was usually the main source of rental income for Second Stage Housing Projects.

Most projects received mortgage subsidies through Canada Mortgage and Housing Corporation (C.M.H.C.), or municipal housing programs. Thus, capital costs such as mortgage payments usually were low. Some project residences were purchased by municipalities or other community organizations.

Most Second Stage Housing Projects undertake their own fundraising. Many projects received furniture and other necessities through donations and fundraising.

Most projects receive some funding from at least one of the three levels of government. In British Columbia and Ontario, provincial government funds are often distributed according to the occupancy rate multiplied by a basic per diem funding rate. Several projects received grants from municipal, provincial or federal governments. Other projects received government funding for staffing purposes only.

Most respondents commented that they did not have sufficient funding to adequately operate their services and facilities. The lack of funding was said to affect building maintenance, transportation, staffing, counselling, support, and follow-up services. Another common funding problem was the lack of continuity: As occupancy rates varied, funds varied. As well, grants were often given on an ad hoc basis.

e) **Staffing**

Since approximately half of the Second Stage Housing Projects shared staffing resources with shelters or other non-profit organizations, it was difficult to determine the staffing component of many of the Second Stage Housing Projects. When projects had their own staff they usually had: a director, a house manager and a counsellor. As well, all projects utilized volunteers for such functions as peer support and child care.

Discovery House in Calgary had the most extensive staffing component with: two management, two counsellors, two volunteer co-ordinators, one child care co-ordinator, one child care worker and four support staff (including a secretary/receptionist, security guard, weekend house-sitter and cleaning person). In contrast, the largest project in Valleyfield, Quebec, which had 16 units and accommodated over 40 people, was staffed by only two managers.

Several of the respondents stated that they were understaffed and required more qualified, specialized staff for the delivery of children's programs, day care, counselling and follow-up services. Problems with high staff turnover and a high fluctuation in the number of staff at any given time were identified by some respondents. The need for a stable funding base to pay salaries was a concern of the respondents.

f) **Services**

The philosophies of the Second Stage Housing Projects were similar. All projects wanted to provide a supportive environment and encourage independent decision-making. The ability of the projects to deliver various services depended upon the funds available, the staffing component, the type of facility and the community resources. Some projects utilized community resources more than others. Five projects (three in the Maritimes, one in British Columbia and one in Quebec) did not offer counselling services and specifically encouraged women and children to utilize community resources. Only five

projects (two in Alberta, one in Ontario and one in British Columbia) had in-house counselling services. Other projects utilized shelter staff or sponsored community resource people to provide counselling services to residents.

Most projects did not have day care, children's programs or children's counselling. Some projects had volunteer "babysitters" while others utilized shelter resource people for child care services. Discovery House in Alberta and Safe Choice in British Columbia did not have "day care" per se but did offer children's programming. Discovery House had a paid child care worker and co-ordinator and Safe Choice had a play therapy program for children. In most projects, mothers were encouraged to share responsibility for child care with other residents and to utilize community resources to fill their children's needs.

A common element among the projects was the emphasis on the learning of life skills and social skills. These programs were offered to increase a woman's ability to live independently and reintegrate into the community. Some projects also offered programs on self-esteem building, anger management and parenting skills.

The Nellie's projects in Toronto provided assistance in locating suitable living accommodations for women leaving second stage housing.

The majority of second stage housing projects did not have formal follow-up programs. Projects with follow-up programs (Safe Choice in British Columbia, Discovery House in Alberta, Newmarket in Ontario and both Quebec programs) offered individual or group support to ex-residents.

g) 1988 Update

Since the data was collected in 1986, the author is aware of three new Second Stage Housing Projects that have been developed: one in Whitehorse, Yukon, one in Cape

Breton, Nova Scotia, and one in Edmonton, Alberta. The Horizon West project has closed in Alberta as has the formal project in Newfoundland. British Columbia has plans to open several new Second Stage Projects, although no information is available on these at this time.

Ontario has a Second Stage project, Aurora, which has been operating for several years. The Ontario Government, in conjunction with the Federal Government, is developing a housing project which will provide Second Stage or permanent housing to abused women and their children.

II. SHORT TERM CRISIS ACCOMMODATION SERVICES

1. SYNOPSIS

Facility

- In 1986 there were 39 Short Term Crisis Accommodation Projects operating in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario and Nova Scotia.

- Of the 39 projects, 35 were safe home networks which utilized 155 safe homes and 4 were satellite accommodation projects.

- Four Satellite Accommodation Projects provided crisis accommodation in permanent facilities and could accommodate a total of approximately 24 women and children.

- The number of Safe Homes in a Safe Home Network varied from one to sixteen.

- The average length of stay was 3 to 5 days. The range was 1 to 3 weeks or more.

Cliente

- All Short Term Crisis Accommodation Projects aimed to serve abused women and their children. Some projects accepted homeless women, women in need sexually abused women, children or teens and abused men.

Program Description

- Almost all of the projects had crisis lines, some were 24 hour and some were toll-free. Projects without crisis lines expressed the need for the service.

- Projects provided emotional support, transportation, information and referral services.

- Some projects provided group or individual counselling, victim advocacy, legal advocacy, public education and child care.

- Projects that operated from resource or crisis centres had access to many services and could offer more programs to abused women.

- A Safe Home Network in Saskatchewan transported abused women to and from a crisis centre where they receive counselling and child care services.

- A need for follow-up services, individual, family and group counselling, legal advice, more community support, public education, programs for children, programs for batterers and prevention programs were identified.

- Community support ranged from fair to good. Most projects had a close relationship with police. Relations with other community services varied.

- All Short Term Accommodation Projects took measures to ensure security and safety of clients, volunteers, staff and facilities. Client anonymity was maintained by: screening Safe Home Operators, providing discrete transportation, rotating safe homes, keeping locations confidential, and having clients and operators sign oaths or agreements to maintain confidentiality and adhere to project rules.

- There were few security problems: only three security breaches were reported with no serious consequences. One operator declined to offer her home as a safe home following a security breach as she feared for her safety. Another closed her home for 6 months as a precaution.

- Few projects had close relations with Shelters or Transition Houses. Resources were not shared between Shelters or Transition Houses and Short Term Accommodation Projects.

Funding/Staffing

- Projects did not have stable funding. Most received per diem or grant funding from either the Province or a municipality. Often per diems did not cover staffing or program costs.

- Most projects conducted fundraising activities.

- Some Safe Home Operators received retainer fees, others received a per diem cost to cover expenses.

- Few projects had full time paid coordinators. All had someone acting in the capacity of a coordinator, whether temporary, paid, part-time or volunteer.

- Volunteers performed most of the services which the project offered. They provided: transportation, emotional support, information or referral, victim advocacy, etc.

- Community resources and resource people were utilized to provide some essential services to abused women and children (e.g. police escorts, mental health counselling, etc.).

Update

- Since 1986, Alberta communities have developed four new Short Term Crisis Accommodation Projects: One Safe Home Network and three Satellite Projects. One of these was originally a Safe Home Network which changed to a Satellite Project.

- Ontario added four Short Term Crisis Accommodation Projects since 1986; it now has 40 to 50 safe homes.

- New Brunswick and the Yukon have developed new Safe Home Networks.

- Prince Edward Island is studying the possibility of developing safe homes.

- Manitoba is reviewing Safe Home Networks and Satellite Accommodation Projects and will be changing the funding procedure for Satellite Accommodations.

2. BACKGROUND

Women living in rural or isolated areas may find that Shelters or Transition Houses are too difficult to access due to high transportation costs, a lack of adequate transportation services and prohibitive distances. Leaving their own community where the language, culture, friends, family and way of life are shared, may be too intimidating or impossible for some abused women and their children.

Short Term Crisis Accommodation Projects Provide crisis intervention and accommodation services when Transition Houses or Shelters are inaccessible, unavailable or inappropriate to meet the immediate needs of abused women and their children. Often located in rural or isolated areas, Short Term Accommodation Projects operate in communities which do not have a sufficient demand to support or warrant the development of a 24-hour, fully-staffed Shelter or Transition House.

Short Term Crisis Accommodation Projects were developed to serve abused women in rural or isolated areas by providing very short term crisis accommodation, emotional support, and essential transportation services within the abused women's community or in close proximity to it. Some projects were also developed to meet the needs of specific interest groups, such as native or immigrant women who feel they cannot have their needs properly met in

Transition Houses or Shelters. As well, some Short Term Crisis Accommodation Projects are developed to provide overflow crisis accommodation services for Transition Houses or Shelters.

After receiving Short Term Crisis Accommodation services, abused women and their children may be transported to Transition Houses or Shelters where they can receive a full complement of services and longer-term crisis accommodation.

In Canada, the most common form of Short Term Crisis Accommodation Projects have been Safe Houses and Safe Home Networks. Formal Safe Home Networks which have project coordinators and offer more than accommodation services came into existence in the early 1980's. It appears from the data gathered that British Columbia and Nova Scotia were the first to utilize Safe Houses and Safe Home Networks in 1981; Manitoba and Alberta developed Safe Home Networks in 1983; and Saskatchewan and Ontario in 1985.

Satellite Accommodation Projects also came into existence in 1981 in British Columbia. Only Alberta and British Columbia have Satellite Accommodation Projects. Satellite projects house women in permanent facilities and usually offer more services than do Safe Home Networks. They usually require more staffing and financial resources.

3. INTRODUCTION

Most of the thirty-nine Short Term Crisis Accommodation Projects operating in Canada in 1986 were Safe Home Networks and only four were Satellite Accommodation Projects.

Short Term Crisis Accommodation Projects operated primarily in rural communities and small towns which did not have accessible transition houses or shelters.

Short Term Crisis Accommodation Projects provided crisis accommodation for an average of 3 to 5 days, although the length of stay ranged from 1 to 21 days. All of the projects

offered accommodation to abused women and their children, however, some would also accommodate sexually abused women, teens and children, homeless women, and abused men.

Most Short Term Projects had crisis lines, offered crisis intervention services, emotional support, information, referral and transportation services. Some projects offered victim advocacy, counselling, and public education. Programs took measures to ensure the safety and security of their clients and facilities resulting in few security problems.

Few Short Term Crisis Accommodation Projects had stable funding bases. Many received some funding from the province or municipality and did community fundraising. Staff members were often paid through temporary government employment programs. Volunteers were often used in place of paid staff.

Safe Home Networks and Satellite Accommodation Projects operated in conjunction with available community resources. The type of services offered depended on community support and existing resources in the community.

The following section provides a summary of Short Term Crisis Accommodation Projects which were included in the 1986 interviews. Information about: the clientele, length of stay, funding, staffing/administration, security/confidentiality, relationship with shelters, community support, and services of Short Term Crisis Accommodation Projects is provided for each province. Background information, a description of Short Term Crisis Accommodation services, other residential services and an update on services available in 1988 is provided for each province.

4. CHART

SHORT TERM CRISIS ACCOMMODATION PROJECTS IN CANADA, 1986

Province/Territory	No. of Short Term Accommodation Projects	No. of Safe Home Networks	No. of Safe Homes	No. of Satellite Accommodation Projects
British Columbia	8	6 *	38	2
Alberta	4	2	10	2
Saskatchewan	2	2	14	-
Manitoba	16	16	50	-
Ontario	8	8 **	40	-
Quebec	-	-	-	-
Newfoundland	-	-	-	-
Nova Scotia	1	1	3	-
New Brunswick	-	-	-	-
Prince Edward Island	-	-	-	-
Northwest Territories	-	-	-	-
Yukon	-	-	-	-
TOTAL	39	35	155	4

* Includes a project with only one safe home

** Includes one project which utilizes neutral zones (offices, church basements, etc.) rather than private homes

5. SUMMARY OF SHORT TERM CRISIS ACCOMMODATION PROJECTS IN CANADA

a) British Columbia

Background

In 1986, thirty-one emergency shelters and transition houses operated in British Columbia. They provided crisis accommodation and a complement of support services to abused women and their children.[4]

Short Term Crisis Accommodation Projects

In addition to these shelters, there were eight Short Term Crisis Accommodation Projects, of which five were Safe Home Networks. Thirty-eight private homes were part of the Safe Home Networks and occasionally offered sanctuary to abused women and their children. A sixth project operated as a safe home even though it was the only home in the project and did not have a co-ordinating safe home committee. The remaining two projects offered short-term crisis accommodation in permanent facilities which accommodated a small number of abused women and children for a short period of time.

The capacity of the projects to accommodate abused women and children varied. Two networks each had three homes which were periodically available to be used as safe homes; two other networks each had 8 safe homes; while one project had 16 possible safe homes. Two Satellite Projects each had a capacity for 6-8 women and children.

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[4]The British Columbia Government report on Income Assistance states that in 1985-1986 there were 31 Emergency Shelters (including Transition Houses) with a total capacity of 278 persons.

Clientele

All of the Short Term Crisis Accommodation Projects served abused women and their children. Two projects also accepted abused men and their children. One satellite Project accepted sexually abused women, children and teens in addition to abused women and their children. Another project accepted any women in need of Short Term Crisis Accommodation.

Length of Stay

The projects had a maximum length of stay which ranged from 4 to 15 days. In special circumstances, the length of stay was extended: in one case it was extended to nine months. If a longer time period was needed in crisis accommodation, arrangements were made to transfer women and their children to an Emergency Shelter or Transition House.

Funding

The Ministry of Human Resources, through its 18 Regions and numerous District Offices, negotiated the level of funding for each of the Short Term Crisis Accommodation Projects. A safe home contract was used for all of the projects, regardless of whether they were Safe Home Networks or Satellite Accommodation Projects. Each contract determined the per diem rate paid by the Ministry to each accommodation project for payment of the costs of each client's room and board. The per diem rate negotiated for each project varied from $9.00 per day to $55.00 per day.[5] Some contracts specified separate rates for children and adults while others did not. The per diem rate in Port Hardy included a fee for administrative costs in addition to a fee for room and board.

[5]In two cases the per diem rate was not available.

Two of the Short Term Crisis Accommodation Projects received grants from the Ministry of Human Resources to supplement per diem funding. The project in Nelson received $30,000 per year, while the project in Penticton received approximately $5,000 per year on a 5-month renewal period.

Some projects also undertook community fundraising to supplement government funding.

Most of the respondents interviewed identified a need for more consistent funding. Per diem funding allocated funds on the basis of occupancy, thus if there were no clients, there were no funds for administration, training, staffing, or operating crisis lines.

Staffing/Administration

All of the Short Term Crisis Accommodation Projects in British Columbia were operated by non-profit agencies, most of which had been operating for three to five years. A Co-ordinator or a Director was usually present to administer and co-ordinate each project. The Co-ordinator and Director positions were voluntary for two projects and part-time for another two projects. Respondents stated that they needed paid co-ordinators and/or additional staff to function effectively.

Only three projects had additional paid staff. One project had a part-time counsellor which they shared with a Crisis Centre, one Satellite Accommodation Project had three positions filled by staff on work experience projects and another satellite project had one relief staff member.

Volunteers staffed the balance of the Short Term Crisis Accommodation Projects. They provided: emotional support, transportation, information and referral, victim advocacy and crisis intervention services. In six of the projects, thirty-nine safe home owner/operators functioned as essential volunteers.

Security/Confidentiality

All Safe Home Networks screened and interviewed potential Safe Home operators to determine the appropriateness of their home as a safe place for abused women and children. Two projects also had the R.C.M.P. conduct a record check on safe home owner/operators. One project required safe home owner/operators to take an oath of confidentiality.

Security and confidentiality was maintained in the five safe homes by using transportation networks to accompany clients to safe homes.

Only one safe home network reported a breach of confidentiality in which the identity of a client and the location of a safe home was revealed. Fortunately, this breach did not result in any difficulties or problems for the residents or operators.

Another breach of confidentiality occurred in the safe house, which was not part of a safe home network. This breach placed both the operator and clients at risk. The home operator subsequently elected not to renew her contract. While the home was operational, it did not screen clients, rather, it relied on community workers (police, medical workers or social service workers) to refer eligible clients to the home.

Both Satellite Accommodation Projects had measures to insure that security and confidentiality were maintained. The address of the Accommodations Projects were not publicized.

Relationship with Shelters

The Project in Nelson operated in conjunction with a Women's Crisis/Resource Centre. Other projects did not have close operational or administrative links with women's shelters.

Community Support

All but one of the Short Term Crisis Accommodation Projects reported a good relationship with the local police or R.C M.P. One project stated that "although their current working relationship with police was good, it took a long time to develop." One respondent also commented that in small communities, turnover of police staff can impede the working relationship.

Most respondents reported that community support for their program was good. Some said that legal aid workers, medical professionals and police officers were particularly supportive. Others said that support varied throughout the community.

Services

Most of the accommodation projects had a crisis line which served as a contact point for abused women. Respondents from two projects which did not have crisis lines identified the need for such a service.

The accommodation projects offered: information and referral services, emotional support, victim advocacy, transportation services, crisis intervention and safe accommodation for a short period of time. Formal follow-up services were not offered although several respondents identified a need for such services.

Respondents identified a need for the following services: children's programs, programs for single mothers, group counselling for abusive men, anger management programs, increased security measures, counselling services, public education, legal advocacy and better community and police support.

Other Residential Alternatives

The Ministry of Human Resources may also provide per diem funding to abused women and their children seeking emergency short-term crisis accommodation in hotels/motels located in areas which did not have Emergency Shelters, Transition Houses, Safe Home Networks or Satellite Accommodation Projects.

1988 Update

Information about the number of Short Term Crisis Accommodation Projects operating in British Columbia in 1988 was not available. The British Columbia government still provides funding through 18 decentralized regions on a per diem basis. Reports stated that funding for all forms of residential accommodations for abused women has not been increased over the past three years.

b) **Alberta**

Background

In 1986, fourteen shelters provided emergency accommodation and support to abused women and their children for a maximum period of 21 days. Alberta also had emergency accommodations such as the YWCA which housed single abused women.

Short-Term Accommodation Projects

In Alberta there were 4 Short Term Crisis Accommodation Projects which operated in 1986. Two of these were Safe Home Networks with a total of 10 safe homes which accommodated abused women and their children. Two Satellite Accommodation Projects. located in furnished backrooms of Resource and Crisis Centres provided accommodation to a total of 10 women and children at a time.

Clientele

All of the Safe Home Networks and Satellite Projects served abused women and their children, however, due to space restrictions, the resource centre in Whitecourt could not accommodate women with several children. All of the projects transferred abused women and their children to the nearest women's shelter as soon as it was possible.

Length of Stay

The average length of time women stayed in the crisis facilities was 3 days. There was no maximum length of stay.

Funding

In 1985, the satellite project in Whitecourt received a grant of $56,000 from the Federal Government, Secretary of State. The grant covered capital and operational costs, but did not provide money for salaries.

The St. Paul project received a grant of $19,000 from the Regional Office of Alberta Social Services, to cover the costs of operating a crisis line. They did not receive any other government funding and were required to raise 75 percent of their operating budget through fund-raising and donations.

The Grande Cache Safe Home Network received financial support from the Municipality of Grande Cache, Family and Community Support Services. They also received funding from the Wild Rose Foundation. A summer employment project, funded by the Provincial Government, provided the salary for the only paid worker.

The High Level Safe Home Network covered most of their operating expenses through fund-raising. A Canada Works project funded by the Federal Government, enabled the network to hire a temporary coordinator.

Staffing/Administration

All of the Short Term Accommodation Projects in Alberta were sponsored by non-profit organizations and were operated by volunteer board members. None of the accommodation projects had a permanent paid coordinator. The projects were either coordinated by staff persons on temporary government-funded work projects or by volunteers. Respondents from all of the projects expressed the need for a paid staff person to coordinate their project.

Volunteers performed almost all of the services provided by the projects. Some projects, such as the one in Grande Cache, utilized staff from Community Social Services offices or Family and Community Support Services.

Security/Confidentiality

None of the projects reported having problems with security or breaches in the confidentiality of an abused woman or a safe home operator.

All safe home operators were screened to determine the appropriateness of their home as a safe place for abused women. High Level recruited safe home operators who were professionals or women experienced in working with abused women. To ensure safety, abused women and children were discretely transported to/from safe homes and to shelters in urban centres. Safe homes were also rotated to avoid detection from frequent use. In Whitecourt, abused women who felt unsafe in the satellite facility were either transported to a Shelter or were provided accommodation in a volunteer's home.

Relationships with Shelters

Women's Shelters and Short Term Accommodation Projects did not share resources or programs.

Respondents from two Short Term Accommodation Projects believed that new, geographically closer Shelters were required. These projects found it was difficult to transport women to Shelters and that it was difficult to establish support groups without the services of a Shelter in close proximity.

Community Support

Community support was rated as fair to good by respondents for the accommodation projects.

The respondent for the Grande Cache Safe Home Network said their community support was only fair. The respondent for the program in Whitecourt stated that some aspects of community support such as police and medical support was good, however, this was not true of all community resources. The respondent for the program in St. Paul said they had good community support while the respondent from High Level noted that support from legal and medical professionals was very good.

Services

All 4 projects had crisis lines which informed abused women of the availability of crisis accommodation.

Two programs operated out of resource centres and could provide drop-in services. Each of the projects offered crisis intervention transportation services information and referral services, and emotional support in addition to safe accommodation. Some projects also

offered victim advocacy, public education, counselling and support.

None of the programs had formalized follow-up services, although Whitecourt women were told they were welcome to return to the centre for on-going support.

1988 Update

Since 1986, three new Short Term Accommodation Projects have been developed. These are located in Fairview, Peace River, and Edmonton. As well, the Safe Home Network in Grande Cache has become a Satellite Accommodation Project which provides crisis accommodation in the Crisis Centre's offices.

The project in Whitecourt no longer receives funding from the Secretary of State. An agreement was reached between the Regional Social Services Office for a $20 per family per diem to be paid to the project.

c) **Saskatchewan**

Background

In Saskatchewan there were 6 Transition Houses and 2 safe shelters. Safe shelters differ from Transition Houses in that they are staffed as required. The safe shelter in Yorkton had 15 bedspaces, a call forwarding crisis line, a government grant of $140,000 and provided crisis accommodation for a maximum of one month. The second safe shelter, situated in L'Orange, was operated and funded by a Native Women's Association and provided crisis accommodation for up to three weeks. Since safe shelters were operated like transition houses they were not included in the telephone survey of Short Term Crisis Accommodation Projects.

Short Term Crisis Accommodation Projects

Two safe home networks operated in Saskatchewan, one in Melfort and the other in Kindersley. The project in Melfort had 9 homes while the one in Kindersley had 5 homes which included two in Kindersley and three in outlying rural areas.

Clientele

Both Saskatchewan programs operated out of Crisis Centres which provided service to all people in crisis. Safe home programs, however, only served abused women and their children who required short-term crisis accommodation in their community.

Length of Stay

The network in Melfort had an average length of stay of 4 days and a maximum length of stay of 5 days. The average and maximum length of stay in Kindersley was not available.

Funding

The Melfort Northeast Crisis Intervention Centre received Provincial government funding in the form of two grants: one grant of approximately $30,000 for operation of the crisis line and crisis centre, and one grant of approximately $71,000 for operation of the Safe Home Network. The Safe Home Network funding included administrative costs, daily expenses of clients (approximately $22,000) and salaries (approximately $49,000).

In Kindersley, the West Central Crisis Centre received approximately $30,000 from the province to operate their crisis line. They did not receive any funding for operating the safe home network. The salary of the full-time safe home co-ordinator was paid through a Saskatchewan employment program.

The money required to reimburse safe home operators ($15.00 per adult per day and $10.00 per child per day) for daily expenses was obtained through local fundraising.

Staffing/Administration

Both Safe Home Networks shared office space, staff and administrative costs with Crisis Centres. Co-ordinators were responsible for the delivery of networks services, the selection of safe home operators, and the placement of abused women and their children in appropriate safe homes.

Security/Confidentiality

No security or confidentiality breaches were reported for either network.

Programs in Kindersley and Melfort utilized transportation networks to ensure the security of safe homes, and the anonymity of the operator and client women.

Both networks rotated the use of safe homes to ensure that frequent use did not reveal the location of the homes.

All safe home operators were screened to determine the suitability of their homes as a safe place for accommodating abused women. A training program alerted safe home operators to security and confidentiality concerns. In Melfort, both the safe home operator and the client were required to sign an agreement to maintain confidentiality.

Community Support

The support of the Kindersley and Melfort communities was reported to be good. Since both networks operated from crisis centres, links between medical, police, legal and social service staff were well established.

Services

Both Safe Home Networks offered crisis intervention, emotional support, transportation, information and referral services and crisis accommodation. Services such as individual counselling, victim advocacy, support groups and child care were available through the crisis centres. Women and their children were provided with daily transportation to the crisis centre to allow them to utilize the centre's resources.

Follow-up services were not offered by either network, although women and children in Melfort could utilize the counselling program and support groups which were offered at the crisis intervention centre.

Other Residential Alternatives

The Saskatchewan government also provided funding for abused women, on a fee-for-service basis to the Johnston Centre, an alternative crisis housing service, located at the Y.W.C A in Regina.

1988 Update

Both safe home networks still are in operation in Saskatchewan. No information is available about new Short Term Accommodation Projects.

d) **Manitoba**

Background

There were five Transition Houses in Manitoba in 1986. Each provided abused women and their children with crisis accommodation support services for up to ten days.

Short Term Crisis Accommodation Projects

There were approximately 50 safe homes in Manitoba which offered abused women and their children short-term crisis accommodation.[6] These projects were operated by sixteen local family violence or wife abuse committees.[7] These committees were formed to screen, recruit and co-ordinate several safe homes in communities which did not have Transition Houses.

Clientele

In Manitoba, safe homes provided short term crisis accommodation to abused women and their children. Women and children were provided crisis accommodation and then, if necessary, were transported to a Transition House.

Length of Stay

The stay at a safe home was set at a maximum of five days. If abused, women were transferred to a Transition House and the length of stay in the safe home was reduced to one night. If a woman and her children were not transferred, the length of stay occasionally exceeded 5 days.

Funding

Local safe home networks negotiated a per diem rate with the municipality. These rates were usually $12 per adult per night and $6 per child per night. The per diem rate did

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[6]Manitoba also had Satellite Accommodation Projects, however, due to limitations in collecting data, these projects were not included in the telephone survey.

[7]Telephone interviews were not conducted with representatives of the 16 safe home committees. Instead, information about the committees was obtained through an interview with a representative of the Manitoba Coordinating Committee for Safe Home Networks.

not vary much across the Province. Most safe home operators donated the per diem rate they received to the local committee which co-ordinated the safe homes.

The Provincial Government provided grants for administrative costs to local committees which organized and co-ordinated safe home networks.

Staffing/Administration

In 1983, the Manitoba Provincial Co-ordinating Committee was formed to develop a safe home network. They provided community development, advocacy and referral services to 16 local committees, which in turn established (approximately) 50 safe homes and satellite accommodations.

Several of the committees operated out of, or in conjunction with, a Crisis Centre. The staff of the Crisis Centre were used to co-ordinate the safe homes

Volunteers made up a major component of the committees co-ordinating Manitoba safe home networks. Volunteers also provided transportation, information and referral services, emotional support and accommodation.

Security/Confidentiality

Volunteer safe home operators were carefully screened to determine if they had appropriate safe homes. They were also required to attend a two-day training session in which program, policy, security and confidentiality issues were discussed. To ensure personal safety, names, addresses and phone numbers of abused women and safe home operators were not revealed.

There has only been one incident reported in which a breach of confidentiality risked the safety of a safe home. The home became known to an abuser, who then verbally harassed the operator's family for providing shelter to his wife. This resulted in a six month closure of the house as a safe home.

Close contact with the police was maintained. The respondent reported that local R.C.M.P. had been very supportive. Daily reports provided by the R.C.M.P. to a Safe Home Network regarding incidents of family violence enabled the network to contact abused women and offer their services.

Community Support

The community support for safe homes in Manitoba was good. Public knowledge about safe homes was disseminated through local committees and the Manitoba Co-ordinating Committee.

Services

A province-wide, toll-free crisis line forwarded calls to organizing committees of Safe Home Networks. In addition, many local communities also had toll-free crisis lines.

Other services offered by Safe Home Networks in Manitoba included: information and referral, crisis intervention, emotional support, victim advocacy and transportation services.

The Manitoba respondent identified a need for follow-up services, support groups for men, support groups for women and programs for children of abused women.

Other Residential Alternatives

Satellite Accommodation Projects, which utilized church basements, offices and resource centres provided crisis accommodation for abused women and children. These projects received government funding on a per diem basis for room and board ($12.00 per adult, $6.00 per child) but did not receive funding for support services or administrative costs.

Manitoba also provided per diem funding to abused women and children who utilized motels or hotels as crisis accommodation.

1988 Update

In Manitoba, 13 safe home networks are operating throughout the province. The government funds safe home networks and satellite accommodation projects on a per diem basis Government grants are also provided for the non-residential component of projects

The Manitoba government is now encouraging an alternative to Safe Home Networks in the form of Satellite Accommodation. The government has stated a preference for Satellite Projects operating out of crisis centres. Satellite Projects are believed to be more desirable because of their ability to address safety and security concerns as well as support services, crisis counselling, follow-up and support groups.

Currently the government is reviewing the total funding approach for all crisis accommodation projects for abused women and their children.

e) Ontario

Background

In 1986, there were 58 Transition Houses and 16 Family Resource Centres in Ontario. Family Resource Centres were located in rural and remote regions of the Province and offered services similar to that of Transition Houses. Ontario also had emergency hostels and multi-purpose shelters which accommodated abused women and their children in addition to other women in need of crisis accommodation.

Short Term Crisis Accommodation

Ontario offered Short Term Crisis Accommodation in the form of "safe environments" in areas of the province which were too small, isolated, or had too specific a clientele to support a Transition House or Family Resource Centre. A safe environment was a term used in Ontario to indicate that a safe home network included not only crisis accommodation but emergency transportation, crisis lines, crisis intervention and a link with other support services.

The researcher identified 8 Safe Home Networks (safe environments) of which one was in the developmental stages.

One of the seven operating networks did not utilize private homes to accommodate women and children in crisis. Instead, facilities such as offices, church basements, crisis centres, firehalls and other appropriate rooms were used for a short period of time by women and children in need of crisis accommodation. This program, which utilized neutral zones, was similar to a Satellite Accommodation Project, but differed in that the place of accommodation was rotated across seven different locations.

Approximately forty safe homes and neutral zones were utilized as Short Term Crisis Accommodation in Ontario. This number was increasing in 1986 as the Peterborough network was developing additional safe homes. The number of homes in each network varied from two to fifteen. Some of the projects had a seasonal fluctuation in the number of available safe homes. In Windsor the network only operated in winter months because of a lack of available safe homes in the summer. In one Toronto project, the number of available safe homes decreased from fifteen in the winter to ten in the summer.

Clientele

All Safe Home Networks provided crisis accommodation to women and their children. Four programs stated they would provide short term crisis accommodation to homeless women and children. One program provided accommodation to sexually abused adolescents. Another program offered short-term crisis accommodation to any abused person but never had any abused men seek their service.

In Toronto, two programs existed which provided accommodation to a specific clientele. The program sponsored by Greek Orthodox Family Services provided crisis accommodation had a clientele of Greek women The other Toronto program provided accommodation services primarily to Catholic women.

Length of Stay

Most of the Short Term Accommodation Projects had a maximum length of stay of three days. The project in Guelph had a maximum length of stay of one day which could be extended to two days if inclement weather prevented the abused woman and her children from being transported to a Transition House or Family Resource Centre. In most locations, abused women were allowed to stay longer than the maximum length of stay if there were special circumstances. Three projects had a longer length of stay since women were not immediately transferred to transition houses or family resource centres.

Funding

All of the Short Term Crisis Accommodation projects received funding from the Ontario Ministry of Community and Social Services. A Ministerial Act provided for a start-up grant for new and approved crisis accommodation projects. The Ministry also negotiated with non-profit organizations operating Short Term Accommodation Projects and determined a level of funding for operating costs. The provincial government encouraged municipalities to cost share by providing per diem subsidies, however, the willingness and/or ability of municipalities to contribute to a project varied across the Province. Respondents for four projects, stated they received funding from a local level of government.

Most projects received funds on a per diem basis whether from the municipality, the Provincial government or cost sharing between the two levels of government. These funds covered costs associated with providing room, board and various incidentals to women and children. Two projects had per diem rates of $7.00 and $7.50. The per diem rates for other projects were not available.

Some projects provided safe home operators with per diem monies, others did not. One project provided safe home operators with a retainer fee of $30.00 to cover their costs of providing accommodation to abused women and children.

Several Short Term Accommodation Projects used Government employment grants which provided salaries of temporary staff.

Three projects were sponsored by large non-profit organizations: Toronto Catholic Family Services; Toronto Greek Orthodox Family Services and Peterborough - YWCA, Family Violence Safety Network. These projects shared administrative and staffing resources with their parent organizations.

Most of the accommodation projects conducted their own fundraising projects and relied on donations to cover some of their operating costs.

The operating budgets revealed that there was a wide range in the operating costs of crisis accommodation services (from $20,000 to $80,000).

Several respondents commented that they did not have adequate funding to provide the services they believed were necessary.

Staffing/Administration

Each accommodation project was operated by a non-profit organization. Most of these had only been in existence since 1985.

All projects, except for Peterborough, had a full-time paid safe home co-ordinator. The respondent for one project identified the need for a full-time co-ordinator's position.

Two projects had paid staff other than co-ordinators: the project in Guelph had 7 part-time, temporary crisis line workers on various employment programs; the Toronto-Catholic project had a paid Director and 2 part-time staff. The respondents for one project stated that they needed more paid staff since one person could not administer the project.

Many projects shared staffing resources with their host agency or with other community services.

Volunteers were very significant contributors to project operations. In most projects, they provided crisis intervention, emotional support, transportation services, and information and referral services.

Safe home networks also utilized volunteers as safe home operators. Three safe home projects provided formalized training for operators.

Security/Confidentiality

In order to maintain the security of a safe home and the confidentiality of both the client and operator, projects utilized interviews, rules, agreements, oaths, and police checks. Safe home operators were interviewed, assessed and trained to ensure they would offer safe accommodation and maintain the confidentiality of the network. Clients were also screened and informed of their duty to uphold the anonymity of the safe home operator.

Transportation networks, comprised of volunteer drivers, were used by all networks to transport abused women to and from the safe home.

No security problems or breaches in confidentiality were reported by the respondents.

Relationship with Shelters

Safe Home Networks functioned independently of Transition Houses and Family Resource Centres: they did not share staff or financial resources.

Representatives of Transition Houses in Ontario expressed concern that some Short Term Crisis Accommodation Projects attempted to fill the mandate of transition houses. Because of this and other concerns, Transition House staff did not support Safe Home Networks.

Community Support

Respondents reported having good to excellent community support for their safe environment project. One respondent said they need to do more community education

to increase the awareness of the accommodation service and about family violence.

Most respondents also stated that they had, or were, establishing a good relationship with the police. However, the project operated by Catholic Family Services in Toronto, commented that they did not have a good working relationship with the police. Toronto Police were unaware of the existence and location of safe homes and thus could not be used to ensure security or be used a referral point for those in need of crisis accommodation.

Services

All of the rural Safe Home Networks had crisis intervention services and 24-hour crisis lines, two of which were toll-free. One project which had a crisis line identified the need for a toll-free line in their rural community. Both safe home networks in Toronto offered crisis intervention services but information about crisis lines was not available.

Each of the 8 Safe Home Network Projects offered: safe accommodation information and referral services, emotional support and transportation services. Some projects offered other support services, such as counselling and victim advocacy. In Windsor the services of a travelling counsellor were available in the County.

A need for additional services was identified by respondents from several programs. These included: services for children, more specific counselling services for abused women, victim advocacy, community education programs and a focus on prevention.

Follow-up programs were either offered or planned for all of the eight projects. Some projects had informal follow-up services and others geared the follow-up to each woman's needs. In Toronto, follow-up services included assistance with finding new accommodations.

Other Residential Alternatives

According to the Ontario Government, communities in Elmsdale, Gloucester and Owen Sound also had operating safe home networks in 1986. Two communities had safe home networks in developmental stages.

Various neutral zones or Satellite Accommodation centres located in office space, firehalls, resource centres, etc., also existed throughout the Province. Most of these were not part of a safe environment network and operated in conjunction with other community services to transfer women and children to the nearest Transition House or Family Resource Centre.

Motels and hotels were also used to accommodate abused women and their children. Holiday Inns had a policy to provide free accommodation to these women and children.

1988 Update

Currently, there are 12 safe home networks, with a total of 40 or 50 safe homes, operating in Ontario. Recently, the Ontario government has implemented initiatives which increase funding for crisis intervention, counselling and preventative services. This will likely result in more Short Term Crisis Accommodation Projects.

f) **Quebec**

Information about Short Term Crisis Accommodation Projects was not obtained in 1986.

1988 Update

Quebec operates 71 Emergency and Transition Houses for women who are victims of violence. Some of these accommodation projects are very small and are operated in rural

areas of Quebec. In 1988, information about Safe Home Networks and Satellite Accommodation Projects was not available.

g) Nova Scotia

Background

There were 5 transition houses and 2 emergency shelters in Nova Scotia in 1986.

Short Term Crisis Accommodation Projects

In Nova Scotia, three "safe houses" provided Short Term Crisis Accommodation to a maximum of one or two women and their children at any given time. Two of these safe houses were located in areas of the Province which did not have transition houses. Safe houses in Nova Scotia operated under one network which had been in existence since 1981.

Clientele

Safe homes served only battered women and their children. One safe home located near a Transition House accepted the Transition Houses overflow.

Length of Stay

The maximum stay in Safe Homes was 21 days. The average length of stay was 14 days and varied from 1 day to three or four weeks.

Abused women stayed longer in safe houses located within their own community as opposed to moving to a transition house in another community.

Funding

The Safe Home Network received grants on an ad hoc basis from the Province. The town or county of the woman's origin was expected to pay a per diem rate of $15.00 per adult and $10 00 per child. Since the actual payment by the municipality varied, the Province was often requested to cover operating costs. The respondent for the project commented that stable funding was needed.

The Safe Home Network also relied on donations from women's groups, service organizations and private businesses.

Staffing costs were covered through a federal employment program.

User fees, based on a woman's ability to pay, were another source of income for safe home networks.

Safe home operators were provided a $50.00 retainer fee to cover any costs they may incur.

Staffing/Administration

The network operated for five years as a non-profit organization, with a volunteer Board of Directors and a volunteer staff. In September of 1986, 2 Case Aid workers were hired and funded through a Federal employment grant. The respondent, acting as a program co-ordinator, stated that more paid, permanent staff was required.

The Province worked fairly closely with the Safe Home Network and recommended guidelines for the operation of the network.

Security/Confidentiality

There were not any reported cases of security problems or breaches in confidentiality. The addresses, names and phone numbers of safe home operators and clients were not revealed.

All potential safe home operators and volunteer workers underwent security checks and training.

Community Support

The respondent stated that community support was good and the relationship with police was close. Police services were used to transport women and to safeguard the safe house.

Services

Services provided in safe homes included emotional support and accommodation. Volunteer daycare was provided when necessary. The safe home network provided: information and referral services, an informal support group, informal follow-up, a help-line and transportation services. The network had attempted some public education, but the respondent for the program noted that more was required.

1988 Update

The safe homes still operates in Nova Scotia. To the author's knowledge, they do not receive any funding from the Provincial Government.

h) **New Brunswick**

Background

In 1986 the researcher did not identify any Short Term Crisis Accommodation Projects in New Brunswick. Women in New Brunswick utilized three Transition Houses and four Emergency Shelters. These facilities provided crisis accommodation and support services for one or two months. The occupancy rate in some of these crisis accommodation exceeded 100%.

1988 Update

New Brunswick has one new transition house and one new emergency shelter. There are plans to open 2 new shelters to address the problem of overcrowding in some transition houses.

New Brunswick now has a Safe Home Network which is funded by the Department of Social Services. It is operated and administered by local community groups and provides crisis accommodation for a period of three weeks to women and children.

i) **Newfoundland**

Background

In 1986, there were 4 Shelters for abused women and their children and one Emergency Shelter in which abused women could be accommodated. The researcher learned that there were not any Safe Home Networks in existence in 1986, although one had existed in Labrador.

1988 Update

No additional residential services or new beds have been developed since the survey was done in 1986. The Emergency Shelter no longer operates to provide crisis accommodation to abused women.

j) **Prince Edward Island**

The Island had one shelter which provided crisis accommodation and support services to abused women. The length of time women stayed at the shelter varied from one day to two months. The shelter attempted to fill the needs of women seeking short term crisis accommodation, crisis accommodation and support services and transitional housing.

Although there were not any formal short term residential services on the island, women were placed in motels if the shelter was full or inaccessible.

Update 1988

A pilot project has been funded by the federal Solicitor General to explore the feasibility of a comprehensive program in rural areas which would combine emergency shelter, self-help groups, a toll-free crisis line, a network of volunteer intervenors and community contacts for abused women in addition to therapeutic counselling for men who batter.

k) **Yukon and Northwest Territories**

Northwest Territories had a Women's Shelter in Yellowknife and a Family Emergency Centre in Fort Smith. Both of these facilities provided crisis accommodation and support to abused women and children in 1986. No formal Short Term Accommodation Projects were identified by the researcher.

The Yukon had one Women's Shelter in Whitehorse which provided crisis accommodation services in 1986. The researcher did not identify any formal short-term accommodation projects in the Yukon.

1988 Update

The Northwest Territories provides funding for 4 transition houses and several safe homes Many communities provide temporary crisis accommodations on their own by utilizing private homes, churches and alcohol detox centres.

The Yukon now has three Safe Home Networks with approximately ten homes. These home are located in isolated and rural areas as well as small communities. The homes are operated by native and non-native people, enabling coordinators to make appropriate placements of abused women in safe homes. Some problems are experienced because of the distance involved when transporting abused women to the Transition House in Whitehorse.

CONCLUSION

Second Stage Housing and Short Term Crisis Accommodation Projects are two types of residential services which have been developed to augment services provided by shelters and transitions houses. Safe Home Networks and Satellite Accommodation Projects attempted to meet the needs which women and children have immediately after they leave a violent home. The services provided included: crisis intervention, essential transportation, emotional support, information and referrals and short-term safe accommodation. Second Stage Housing Projects offered services to abused women and their children who left their violent home, received crisis accommodation and desired: affordable housing, emotional support, and life skill training so they could establish their independence.

Short Term Crisis Accommodation Projects often offered more than crisis intervention services and short term accommodations, they also offered counselling, group support and longer term accommodations. Often projects expanded their services to meet the needs of abused women in their community. Second Stage Housing Projects also adjusted their services to meet the needs of their residents. At times, residents required more emotional support and crisis counselling than lifeskill training and encouragement to establish their independence. Thus, some projects offered services more analogous to a shelter than those offered by a typical Second Stage Housing Project.

There are some types of residential accommodation services which may be added to the residential services for abused women discussed in this paper. Short Term Crisis Accommodation on an ad hoc basis may be available informally through counsellors, crisis centres, prevention of family violence societies, hotels, etc. As well, Second Stage Housing may be unofficially available in shelters or transition houses, in subsidized housing projects, or in women's co-operatives.

Often the needs of women leaving violent situations are not met by residential services alone. Women leaving Second Stage Housing require emotional support and follow-up services after

they leave the residential facility. Most residential program operators identified the need for follow-up services and counselling programs for women children and abusers to address the problem of violence. Prevention and public education programs were also seen as an important complement to residential services. Non-residential services provided important components of the services which abused women and their children required after they left their violent home.

The development of residential accommodations and a complement of services to meet the specific needs of abused women and their children is still a new undertaking in Canada. New projects are being developed and old ones expanded. What is becoming clear is that abused women and their children require more than just safe accommodation if they are to end the violence in their lives.

APPENDIX I

SECOND STAGE HOUSING PROJECTS BY PROVINCE

SECOND STAGE HOUSING - BRITISH COLUMBIA

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Munroe House, Vancouver, 1979	- furnished 1 bedroom private apartment units - common playroom an adult lounge - located in an exclusive area of Vancouver - has storage space for donated furniture	- 6 units - 10 beds - can accomo-date up to 21 women and children	6-12 mnts.	- building is provided by Ministry of Housing - Provincial government provides a monthly grant based on occupancy and a per diem rate - rent proportionate to income ($250 for those working or collecting Unemployment Insurance)	- 2 co-managers (paid by YWCA) - administered by the YWCA	- programs are structured to meet individual needs of clients (eg. legal advocacy) - social activities - women are encouraged to use community resources - no on-site child care - women are encouraged to share child care	- informal contact with ex-residents by staff
Safe Choice, Vancouver	- 2 houses; one has 5 dormitory style bedrooms, the other has 3 separate bedrooms	- 8 units - 18 beds	1 month (may stay longer in special cirum-stances)	- Provincial government provides grant based on occupancy and a per diem rate - rent proportionate to income	- 1 director - 3 house managers - 1 1/2 counsellors	- self-esteem building - anger management - play therapy for children - individual counselling for women and children - arts, recreation and leisure programs	- 3-6 month follow-up - women continue in arts, recreation and leisure programs

Clients are screened and persons with alcohol and drug dependencies are not admitted. Safe Choice occasionally has a waiting list. Neither Monroe House or Safe Choice offer day care services. Munroe House does not offer many services within the house, instead women and children are encouraged to use community resources.

Comments by respondents:

- more resources are needed: funding for maintenance and transportation
- one month stay is not long enough for women to make decisions about their future or make alternative accommodation arrangements
- one bedroom apartment units are too small to accommodate women with children comfortably

SECOND STAGE HOUSING - ALBERTA

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Discovery House, Calgary	- apartment building with self-contained furnished suites 1-3 bedroom 4-2 bedroom and 8-1 bedroom units - central location	- 13 units - 19 beds	6 months maximum	- 30% city - 20% provincial grant - 30% rent (based on Social Service rates)	- has 10.5 staff - 2 management (executive director, office manger) - 2 counsellors - 2 volunteer co-ordinators - 1 child care co-ordinator - child care worker - 4 support staff (secretary/receptionist, security guard, weekend house sitter, cleaning person)	- life skills/budgeting - self-esteem building/ assertiveness training - mandatory group therapy - parenting skills - child care - social programs - individual counselling - information and referral	- new start volunteer program - support programs for ex-residents
Horizon West, Calgary	- self-contained furnished units	- 6 units - 12 women and children	3-6 mnts.	- provincially funded by Alberta Mental Health - Canadian Mental Health Association - CHMC subsidized mortgage	- 1 counsellor (live-in) - administrative support - individual counselling	- life skills - support groups - counselling	No

Discovery House has a waiting list and will take only women with children. While they will take persons in treatment for drug and alcohol dependencies, their primary purpose is to provide long-term, safe accommodation for abused women. Horizon West will take clients after rehabilitation treatment for drug and alcohol dependencies. They offer support to emotionally distressed women with or without children, regardless of whether they are, or are not, from abusive situations.

Comments by respondents:

Discovery House: High staff turnover is a problem. More group work, family therapy and day care is needed.
Horizon West: Services for children are needed.

Update:

Horizon House no longer provides second-stage housing to abused women and children

SECOND STAGE HOUSING - ALBERTA

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Update 1988							
Wings of Providence Society	- self-contained furnished suites - children's activity area	- 12 units	N/A	- no provincial funding - rent from residents (most of whom receive social assistance) - donations from Sisters of Providence	- director (part-time) - secretary/bookkeeper - child care workers - volunteer co-ordinator - counsellor (part-time) - support staff	- life skills/budgeting - parenting skills - children's groups - support/self-help groups - health care	N/A

SECOND STAGE HOUSING - MANITOBA

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Thompson	- located in the same building as a crisis shelter	- 6-8 bedrooms - approx. 13 beds		- not provincially funded - federal grant - local fund raising - rents proportionate to income - welfare per diems	- share staff with shelter	- life skills/budgeting - counselling through the crisis shelter - co-op babysitting	No
Portage La Prairie	- a large duplex - part of a subsidized housing project	- approx. 10 beds - accomodates 2 families	3 months	- 1 building donated by Ministry of Housing - rents proportionate to income - welfare per diems	- share staff with shelter - no inhouse staff	- support group (compulsory) - counselling through the crisis shelter - life skills	No
WISH, Winnipeg	- part of a public housing operation - suites are not located together	- 10 suites - approx. 20 beds	12 months	- building funded by the Ministry of Housing - grant of $30,000 - rents proportionate to income - welfare per diem	- executive director - program director	- parenting skills - social skills - life skills - support group - social programs - co-op babysitting	No

The Thompson second-stage housing project is located on the third floor of a women's shelter. The Thompson and Portage La Prairie projects are offered in close co-operation with the transition houses in the areas: they share staff and resources with the local transition houses.

The Portage La Prairie and WISH in Winnipeg are part of subsidized housing projects. The Portage La Prairie project is second-stage housing with ten suites in one building, while the Winnipeg project has ten suites in various locations in a subsidized housing project.

One criteria for admission is that women must be legally seperated and be moving towards independence. Portage La Prairie and Thompson give priority to battered women with children while WISH only accepts battered women with children. WISH has a waiting list.

All three programs bring in resource people for special programs and counselling.

Comments by respondents:

- lack of funding
- rural communities have no access to services
- no programs for teenagers
- need a stronger tie with the community

Update:

1987 - The second stage project in Thompson has moved out of the women's shelter into an apartment building.

The Province only funds the WISH in Winnipeg and provided a $45,000 grant in 1987. WISH has expanded and can now accomodate 8 families in a 30-suite apartment complex. There are 3-3 bedroom and 5-2 bedroom units.

SECOND STAGE HOUSING - ONTARIO

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Havelock House and Trerise Nellie's Housing Project, Toronto	- 2 houses (private bedrooms with shared baths, kitchens and living rooms)	- 14 beds - each house accomo-dates 5 women and 2 children	1 year (one month trial)	- salaries are paid by Ministry - houses were purchased by Metro Toronto and Nellie's Hostel (shelter) - provincial government per diem rate based on occupancy - charges an affordable rent	- uses staff from Nellie's hostel: - childcare worker - 3 housing workers - (one relief) - 1 admin. staff - Each house has a housing worker	- life skills - social skills - weekly meetings (mandatory attendance) - encourage use of community resources	- No - help locating alternative housing
Constance Hamilton Women's Housing Co-op, Nellie's, Toronto	- 6 bedroom unit in a town house complex (private bedrooms with shared kitchen, dining and living rooms)	- 6 beds (no children) - 6 women	1 year	- initial start-up grant by Metro Toronto - mortgage subsidized by CMHC - OCHAP (Ontario Commission for Housing Assistance Program) rent subsidies - charges affordable rent	- part-time co-ordinator (paid by Metro Toronto Social Services)	- weekly group meetings - limited counselling	- No - help locating new housing
Homes First Nellie's (long-term housing project)	- two units in a subsidized highrise	- 9 single women	3 year leases indef. stay	- charges affordable rent - housing is subsidized by the province	- part-time housing worker from other projects	- informal support by housing worker - peer support	
Phase II Newmarket	- house with 4 bedrooms (common living room and kitchen, office, 2 bathrooms and playroom)	- 10 beds	1 year	- Ministry provides some funding for operating costs - provincial government - per diem rate based on occupancy	- uses staff from shelter	- in-house counselling (mandatory) - tailors programs to women's needs	Monthly meeting

Nellie's Housing Project Inc. operates four second stage housing projects in addition to their multi-purpose crisis shelter. These include: 3 second stage housing projects and one long-term housing project. Nellie's gives priority to accommodating low income women, whether or not they are abused. The Nellie's Co-op project and long-term housing project do not accept children. Havelock House and Trerise can accommodate only 2 children each.

Phase II is the second stage of a Newmarket Shelter. Services are offered in conjunction with the shelter. Battered women with children are given priority.

Comments by respondents:
Nellie's - Better funding and more staff (particularly for follow-up services) is needed. The lack of affordable housing is a problem throughout Ontario.

Update:
The Nellie's projects still house women as well as other women in need of housing. Because of problems finding housing in Toronto, Nellie's second-stage accommodations often have long waiting lists and screening procedures.

Nellie's reported a movement away from providing services in second-stage housing and a movement to providing more follow-up services to women who have used, and moved out of crisis accommodations. A respondent from Nellie's stated that women received so much support and aid in their time at the second-stage home, that moving out was a shock.

SECOND STAGE HOUSING - QUEBEC

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Montreal	- 2 apartments with 4 1/2 rooms: private bedrooms and common living rooms	- 2 units - 10 rooms	1 year (average 2-3 mos.)	- Ministry (max. $90 per month per woman) - fundraising	- 1-10	- information and referral - social skill workshops	Yes
Valleyfield	- 16 units of 1, 2 or 3 bedrooms each	- 16 units - 40 bedrooms d children	Life	- Federal and Provincial governments	- 2 house managers	- information and referral - encourage the use of community resources	Yes

The Valleyfield second stage housing project offers co-operative living to battered women with children. There is no maximum length of stay: residents may stay for life. Residents are encouraged to use community resources. Priority is given to battered women with children.

The Montreal second-stage housing project offers daily workshops on social skills tailored to women at the house. The units are for battered women exclusively.

Comments by respondents:

Montreal - Need more funding and more staff.

SECOND STAGE HOUSING - NEWFOUNDLAND

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Kirby House, St. John's	- 2 joined houses: 8 bedrooms, 2 kitchens, 2 dining rooms, living room, playroom and office	- 8 bedrooms - 16 beds - up to 24 women and children	6 months	- CMHC mortgage subsidy - Canada Works Project to fund staff - rent based on income	- Use transitiion house staff (full-time counsellor)	- life skills - counselling (transition house)	No

Is currently changing facilities: undertaking a shift from communal living in a house to more independent living in a housing complex with separate apartment units located throughout the city. Gives exclusive priority given to women with several children. The St. John's second stage housing does not have an administrative staff, instead it uses resources from Kirby House, Transition House. Encourages use of community resources.

Comments by respondent:

- more resources are required to provide "good" housing, sufficient staff, counselling and follow-up services.

Update:

- funding problems
- women are using the 4 transition houses in Newfoundland as second stage housing because of a lack of alternative facilities and services

SECOND STAGE HOUSING - NOVA SCOTIA

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Wilhelmenia Williams Non-Profit Housing Association, Dartmouth	- 1 apartment building with 8 units - 1 house with 5 units (3, 2, 1 bedrooms and bachelor units)	- 13 units - approx. 21 beds	1 year	- start-up grant by RRAP - CMHC subsidized mortgage - United Way (pays salaries) - private donations - rent (residents pay approximately 15% of their income)	- part-time manager - part-time counsellor	- self-esteem building - life skills - social skills - encourages use of community resources	No

Serves battered women exclusively. The purpose is to give women a safe, secure place to live while their court cases are being settled and they are building self-esteem and learning to live independent lives.

Comments by respondent:

- identified the need for additional resources to offer follow-up services

Update:

- Nova Scotia reported that it has another second stage project in Cape Breton

SECOND STAGE HOUSING - NEW BRUNSWICK

Name/Location	Facility	# of Beds	Length of Stay	Funding	Staff	Program	Follow-up
Hestia House Saint John	- renovated house made into 5 apartments (3, 2 and 1 bedroom units)	- 5 units - 11 bedrooms		- building leased - staff paid through provincial program - operating grant	- 3 staff	- social skills - life skills - parent education	No

Opened August 1, 1986. Operates in conjunction with the Hestia House Transition House. It serves battered women and children exclusively. Encourages women to use community resources for counselling and other such needs.

APPENDIX II

SHORT TERM CRISIS ACCOMODATION PROJECTS BY PROVINCE

SAFE HOME NETWORK - BRITISH COLUMBIA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Haven Homes, Parkville 1981	- Battered spouses women and men	16	- 5 days - can be extended in special circum-stances	- Provincial Government per diem ($26.28) - fundraising through a thrift shop	- 1 Executive Director - volunteers	- R.C.M.P. do a record check on the safe home operators, members of the Board interview safe home operators	- crisis line - information and referral - emotional support - victim advocacy - transportation	- follow-up services overlap with other services

Comments by Respondent:

- Believes they have excellent community support and a strong relationship with police.

2) 100 Mile House 1983-1985	- Abused women and children referred by police, social services and hospital	1	- 5 day max - average is 3 days	- Provincial Government per diem ($55.00 for room and board)	2 volunteers	- only one home - screening process by home	- information and referral - emotional support - no counselling (provision in contract which does not allow for counselling) - victim advocacy - transportation by police, social services, or medical staff - no crisis hotline	- No

Note: 100 Mile House will not be renewing their contract with the Ministry because of security concerns.

Comments by Respondent:

- Believes they have had good community support but were not well known throughout the area they served.
- Recently were required to develop a new relationship with the police, due to staff turnover.
- Have had some problems with maintaining security and confidentiality. In one case, a client revealed the location of the safe home to an abuser. The operator is concerned about her own safety as well as the lack of security for any future clients. As there is only one safe home, the plan is to close the Safe Home Network.

SAFE HOME NETWORK - BRITISH COLUMBIA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
3) Powell Place Sanctuary for Women, Powell River	- all women requiring emergency accommodation	8 (varies)	- 7 day max - average is 2 or 3 days	- Provincial Government per diem	- 1 coordinator (volunteer) - 15 volunteers	- safe home operators go through a screening process - police conduct a security check of safe home operators	- information and referral - emotional support - no victim advocacy - no crisis hotline - transportation is provided to the safe homes	- No

Comments by Respondent:

- Identified the need for a paid coordinator.
- Also identified the need for a local crisis line.
- Community support for the program was not consistent.
- Did not have the time or resources for follow-up services.

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
4) Nelson Emergency Shelter Program, Nelson 1981	- abused women and children	3 (varies)	- 15 day max - transfers women to the transition house in Trail if they still require crisis accom-modation	- Provincial Government per diem ($9.00) - Provincial Government grant ($30,000 per year)	- Director - part-time counsellor - 40 volunteers - shares staff with the crisis centre	- safe home operators are interviewed and screened - training is available for safe home operators	- crisis intervention - outreach counselling - information and referral - victim advocacy - crisis hotline - transportation	- No

Comments by Respondent:

- Stated they had a close working relationship with the police.
- Found different community agencies to be fairly cooperative.
- Identified a need for Children's Programs.
- Work closely with the local Women's Resource/Crisis Centre.

SAFE HOME NETWORK - BRITISH COLUMBIA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
5) Cranbrook Safe Homes, Cranbrook 1981	- abused women and children	8	- 12 days - will extend stay in special circum-stances - in one case the length was 9 months	- Provincial Government per diem ($(.95 for children; $14.95 for adults)	- 2 part-time coordiantors	- coordinators visit potential safe home to determine if it is appropriate	- crisis intervention - information and referral - emotional support - victim advocacy - 24-hour crisis hotline - transportation	- no formal follow-up - operator keeps in touch if the client desires

Comments by Respondents:

- In the past five years, they have had only one security problem in which the location of a safe home was revealed but no problems arose.
- Have, after much time, established a good working relationship with the police.
- Believe they have good community support.
- Identified a need for more groups for single mothers and a group for men who batter.

6) Creston 1985	- battered men, women and their children	3	- average 2 days - max 4 days	- Provincial Government per diem (for up to 4 days) - client pays if able	- volunteers	- safe homes are checked for size and suitability - safe home operators must sign oaths of confidentiality	- information and referral - emotional support - 24-hour crisis line - anger management program for men	

Comments by Respondent:

- The infrequent use of some homes make it difficult to place clients.
- Believe they have a poor relationship with the R.C.M.P.

SATELLITE ACCOMMODATION PROJECT: BRITISH COLUMBIA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
7) Port Hardy 1981	- battered women - sexually abused women, children and teens	1 (6 beds)	- 5 days - will extend stay if necessary	- Provincial Government per diem ($13.75 for children and $21.00 per adult) includes administrative costs as well as rooms and board	- 1 coordinator - 3 workers on an employment program - volunteers	- strict confidentiality rules	- crisis intervention - information and referral - emotional support	- at client's discretion

Note: Operates as a small shelter, not as a safe home network. Provides short-term crisis accommodation in a building which accommodates 6 people. Provides staff when necessary.

Comments by Respondent:

- Has excellent community support.
- Requires more staff to provide 24-hour staffing and full services.
- Needs to undertake public education.
- Requires adequate anger-management program.
- Identified the need for legal advocacy for the abused.
- Recognized a need for counselling before and after criminal trials on wife assault.

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
8) Penticton 1981	- battered women and their children	1 (8 beds)	- 5 days - may extend to 7 or 8 days if necessary	- Provincial Government per diem ($20.00 per person) - Provincial Government grant ($2,000 for a 5 month period)	- 2 part-time - 1 relief - 10-12 vounteers	- strict confidentiality rules - address is never revealed	- crisis intervention - information & referral - emotional support - victim advocacy - 24-hour crisis line - transportation service	- no

Note: Does not operate as a safe home network. Instead provides short-term accommodation in a small shelter which is staffed as required.

Comments by Respondent:

- Do not have enough staff.
- Requires follow-up services.
- Counselling services are needed for women and children.
- Also rquire groups for batterers.
- Believe their community support is good.
- Legal aid and medical professionals in the community have made battered women a priority.

SAFE HOME NETWORKS - ALBERTA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Grande Cache Safe Home Network, Grande Cache 1985	- abused women and their children	6	- no max - 3 day average	- funding from the Wild Rose Foundation - support from Municipality of Grande Cache - employment program pays for 4 months	- 1 staff person (summary only) - volunteers	- prospective safe home operators volunteer - Social Services approves safe homes	- information and referral - 24-hour help line - transportation	- no

Comments by Respondent:

- Reported that community support was only fair.
- Claimed more safe homes are required.
- Identified the need for a full-time staff person.
- Stated that a shelter was needed within the community or in closer proximity than in Hinton.

Update:

- The safe home network project program has been changed ti a satellite accommodation project. See Alberta Update: 1988.

2) High Level Safe Home Network High Level 1983	- battered women and their children	5-6	- 3 day max - 1 day average	- private fundraising - coordinator paid by Canada Works Project	- 1 coordinator (temporary) - volunteers	- safe home operators are chosen by the Housing Committee - recruit persons knowledgeable about family violence	- information and referral - emotional support - victim advocacy - transporation	- no

Comments by Respondent:

- Claimed they needed more safe homes.
- Stated they are very isoldated and require a more accessible shelter than the one in Grande Prairie.
- Said the Coordinator's position should be permanent (when the Canada Works Project expires they will not have a Coordinator).

SATELLITE ACCOMMODATION PROJECT: ALBERTA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
3) St. Paul and District Crisis Association, St. Paul 1985	- battered women and their children	5 women and children stay in Crisis Centre offices	- average 3 days	- Alberta Social Services, regional office provided a grant of $19,000 for operating a crisis line (manpower costs) - community donations and fundraising comprise 75% of their budget	- volunteers - crisis line staff	- no reported security problems	- crisis line - information and referral - transportation - emotional support - public education	- no formal follow-up program

Comments by Respondent:

- Require a paid staff person for the satellite project.
- Need more funding.

SATELLITE ACCOMMODATION PROJECT: ALBERTA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
4) Wellspring Women's Resource Centre, Whitecourt 1984	- battered women and their children - the centre services all women	5 beds in the Resource Centre	- no limit - average 3 to 5 days average	- Federal Government - Secretary of State granted $56,000 in 1985	- no paid staff - all volunteers	- no reported security problems	- crisis line - drop-in centre - emotional support - information and referral - victim advocacy - counselling and support programs (centre) - Resource Centre is part of an Inter-agency Committee and Education Council	- Ongoing support services available at the Resource Cente

Note: The Wellspring Women's Association operates a Resource Centre and provides overnight accommodation in the Centre to abused women and their children who require short-term accommodation.

Comments by Respondent:

- Believed they had a close relationship with police and good medical assistance.
- Said community support was good, although relations with Family and Community Support could be improved.
- Do not have any paid staff: identified the need for a paid coordinator to provide 24 hour services.
- Require more stable funding to pay staff and expand accommodation project.
- Reported that the support of Legal Aid was good but the distance of the office (Hinton) was a problem.

Update:

- Wellspring does not any longer receive funding from the Secretary of State. The local Social Services District Office provides a per diem of approximately $20 per family per day. Money is not available for staffing or counselling services.

SHORT TERM CRISIS ACCOMMODATION PROJECTS - ALBERTA
(SAFE HOME NETWORKS AND SATELLITE ACCOMMODATION)

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Fairview and District Women's Centre, Fairview (satellite)	- abused women and their families	Women and children stay in the Centre's offices	- 1 day	- no provincial funding - donations - fundraising	- volunteers	- N/A	- crisis line (8:00 p.m. to 2:00 a.m.) - transportation - crisis intervention - information and referral - emotional support - Resource Centre	- no - transport women to nearest shelter
2) Grande Cache Transition House Society, Grande Cache (satellite)	- abused women with or without children	5 beds in a small Re-source Centre	- 3 day max	- no provincial funding - donations - fundraising	- volunteers	- N/A	- drop-in centre - information and referral - transportation - emotional support - public education - Resource Centre	

Note: The Grande Cache Safe Home Network is now a satellite accommodation project. It provides short-term accommodation in a small facility. Does not have a crisis line.

3) Peace County Crisis Association, Peace River (safe homes)	- battered women and their children	not avail.	- 1 day	- no provincial funding - donations - fundraising	- volunteers crisis line workers	- screen sub-home operators - rotate homes - transport women to safe homes	- crisis intervention - crisis line (8:00 p.m. to 2:00 a.m.) - transportation - emotional support - information and referral - Resource Centre	- no - transport women to nearest shelter
4) Sisters of Atonement, Lurena Centre, Atonement Home, Edmonton	- abused women and their children - children in crisis	15 beds	short term	- per diems are provided to the operators on behalf of clients who qualify for emergency social assistance	- volunteers (sisters resident in the Home)	- N/A	- emotional support - crisis accommodation - medical assistance	

Note: This program has just begun in 1988. Their goal is to provide short term crisis accommodation to abused women with children and to keep siblings together in times of crisis.

SAFE HOME NETWORK - SASKATCHEWAN

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Northeastern Crisis Intervention Centre, Melfort 1985	- battered women and their children	9	- 5 day max - 4 day average	Provincial grants: - approximately $35,000 for the Crisis Line - approximately $70,000 for the staffing and administration of the safe home network - safe home operators receive per diems of $15/day for women and $10/day for children	- safe home coordinator (full-time) - part-time clerical - casual worker - volunteers	- rotates the use of safe homes to ensure safety - screen safe home operators - provide training to safe home operators - safe home operators and clients sign an agreement re: confidentiality	- short term counselling - support groups - information and referral - crisis line - child care at the centre - transportation - women and children are transported to the crisis centre for day services	- no

Comments by Respondent:

- Melfort Sound Safe Home Network is still a pilot project.
- Stated that the community support has been very positive.
- Identified a need to have safe homes in many other areas of the Province.
- Recognized a need for more resources.

2) West Central Crisis Centre, Kindersley	- battered women and their children	5 (2 in Kindersley; 3 in rural areas)	- N/A	- Crisis Centre receives $30,000 provincial funding for Crisis Line - local fundraising for the safe home network - reimburse safe home operators ($15.00 per adult and $10.00 per child)	- 1 director (Crisis Centre) - part-time secretary (Crisis Centre) - safe home coordinator (employment program)	- screen safe home operators - training for safe home operators - rotate the use of safe homes	- 24-hour crisis line - information and referral - Resource Centre - crisis intervention - transportation - women and children can attend the crisis centre during the day	- no

Comments by Respondent:

- Stated a need for more resources, financial and staffing.
- Needs a permanent coordinator.

SAFE HOME NETWORK - MANITOBA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Locations in rural Manitoba including: Dauphin, Swan River, Flin Flon, Snow Lake, Gimlid, Killarney, Selkirk, Winkler, Portage, Minnedosa, Lunder/Ashern, Russell, Steinbach, Churchill, Lac Du Bonnet, Riverton	- battered women and their children	approx 50 homes	- 5 day max	- per diem of $12.00 per adult and $6.00 per child by the municipality - safe home operators donate per diems to the network - Provincial Government grant for administration costs and salaries	- 16 local committees - volunteers - some committees have paid coordinators - may share resources with crisis centres - some are operated by volunteers only	- 2 day training of safe home operators	- crisis intervention - information and referral - emotional support - victim advocacy - crisis hot-line	- yes

Note: The 16 local committees screen, recruit and coordinate two to five safe homes in their community. The Provincial Coordinating Committee provides community development, advocacy and referral services.

Comments by Respondent:

- Said there was one incident where the location of safe home was revealed to an abuser. The abuser verbally harassed the operator, resulting in a six month closure of the home.
- Stated that the community support was good.
- Noted that there was insufficient funding.
- Recognized a need for support groups for men, women and children.

SAFE HOME NETWORK - ONTARIO

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Maggie's Resource Centre for Women, Bancroft 1985	- battered women - homeless women - sexually abused adolescents	6	- 3-4 days extended in special circum-stances	- Provincial Government funding - per diem rate of $7.50 per person - operating budget of $30,000	- 1 full-time coordinator (employment grant) - volunteers	- client signs an oath to maintain the confidentiality of the safe home	- information and referral - emotional support - 24-hour crisis line - transportation	- provided if requested

Comments by Respondent:

- Reported a good relationship with police and good community support.
- Identified a need for more funding.
- Believed they need more emphasis on prevention and more community education.
- Required more specific services for battered women.

2) Rural Women's Shelter Program, Guelph 1985	- abused women	7	- 1 day (may be extended to 2 days)	- Provincial Government funding - municipality provides per diem - employment grant for summer employment - operating budget of $79,000	- 1 full-time coordinator - 7 part-time crisis line workers (employment grants) - 70 volunteers	- safe home operators take an oath of confidentiality	- crisis intervention - information and referral - 24-hour crisis line (toll free) - transportation	- informal

Comments by Respondents:

- Stated they had a good relationship with the police and excellent community support.
- Believes a one-day length of stay to be too short to provide necessary services.

SAFE HOME NETWORK - ONTARIO

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
3) Alternatives for Family Abuse, Picton 1985	- any abused person (will serve abused men although none have come forward)	5	- 2 weeks max - 6 days average	- Provincial Government funding - operating budget of $20,000	- 1 coordinator - volunteers	- confidentiality agreements signed by safe home operators and other volunteers	- transportation - emotional support - crisis line - information and referral	- occasionally - when needed

Comments by Respondent:

- Identified the need for more funding and staff.
- Stated one staff person can't run the program effectively.
- Claimed they had very good community support.

4) Land-O-Lakes Community Services, Northbrook 1985	- battered and homeless women	3	- flexible - average 3-4 days	- Provincial Government funding - per diem rate of $7.00 per person - operating budget of $40,000 - safe home operators are provided a $30.00 retainer fee	- Coordinator - 4 staff - volunteers	- safe home operators are interviewed - safe home operators undergo a police check - training is provided to safe home operators	- information and referral - emotional support - 24-hour crisis line - transportation	- just beginning

Comments by Respondents:

- Reported that community relations were very good.
- Said they are establishing a good relationship with police.
- Called for more staff.
- Identified the need for a toll-free crisis line.

SAFE HOME NETWORK - ONTARIO

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
5) Family Violence Safety Network, Peterborough 1986	- abused women	not recruited yet	- 3-4 days	- Provincial Government funding - United Way funding	- administered by YMCA - volunteers from two counties	- safe home operators are trained - client signs contract	- crisis intervention - information and referral - emotional support - 24-hour crisis line - transportation	- yes

Note: The Peterborough Safe Home Network has recently been established. The number of safe homes to be used has not been determined.

Comments by Respondent:

- **Has plans to provide victim advocacy as a service.**
- **Stated that they have a close relationship with police and that community support is very good.**
- **Are planning to have follow-up services.**

6) Greek Orthodox Family Services and Counselling, Toronto (two facilities)	- battered women (Greek)	2 facilities	- 2 days may extend to 14 days	- Provincial Government grant of $120,000 for two facilities operated out of two separate churches	- 1 director - 1 coordinator - 2 part-time staff - 8 volunteers	- safe home are assessed	- counselling service - victim advocacy - information and referral	- yes

Note:

- **This safe home network is available to abused women who cannot be served in any other facility because of lack of space, language or cultural barrier. The safe homes are operated by Greek speaking families.**
- **The program is operated out of two separate churches.**

Comments by Respondent:

- **Stated that community relations were good.**
- **Identified a need for service for children.**

SAFE HOME NETWORK - ONTARIO

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
7) Catholic Family Services, Toronto 1985	- battered and homeless women	5 summer 15 winter	- 3 days usually extended	- Provincial Government funding - Metro Toronto provides per diem for incidental costs and transportation	- 1 coordinator - volunteers	- safe home operators are interviewed by the coordinator - provide training for safe home operators	- crisis intervention - information and referral - emotional support - transportation	- as long as case is open

Note: There is a seasonal fluctuation in the number of safe homes available. This is due to summer holidays when operators are on vacation and children are home from school/

Comments by Respondent:

- Reported that they do not have a close relationship with Police. Police did not know the location or existence of safe homes.
- Stated community relations are very good.
- Noted that the length of stay is "not long enough to get things together".

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
8) Hiatus House County Services, Windsor	- battered women	3 operate in winter only	- 3 days	- County Social Services provides per diem - Provincial Government development grant - United Way donations	- 1 coordinator - volunteers	- safe home operator and client establish rules of the safe home - client is interviewed	- counselling - referrals - 24-hour toll-free crisis line - transportation	- available in some locations

Note: The safe homes are available in winter monthly only due to a lack of availability in the summer.

Comments by Respondent:

- Do not offer victim advocacy.

SAFE HOME NETWORK - NOVA SCOTIA

Name/Location	Clientele	No. of Homes	Length of Stay	Funding	Staff	Selection of Homes	Services	Follow-up
1) Colchester County, 1981	- battered women and their children	3	- 21 day max - average 14 days - range 1-21 days	- provincial grants - per diem of $15.00 for adults and $10.00 per child is to be paid by the Municipality - Municipality payment varies - fundraising and donations - federal employment program - user fees - retainer fee is provided to safe home operators	- volunteer board - volunteer workers - 2 case aid workers (started Sept. 86)	- security check of safe home operators and volunteers	- information and referral - emotional support - support groups (informal) - help line - transportation (provided by volunteers)	- informal

Comments by Respondent:

- Have good community support and a good relationship with police.
- Police provide escorts and security checks.
- Stated that the program needs more funding and some stability in funding.
- Identified a need for paid staff.
- Stated that they need to recruit and train more safe home operators.
- Found that more public education is needed.

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